

HEREFORD FOOTBALL CLUB



Customer Charter

Customer Service

Hereford FC will endeavour to respond to any letter, telephone call, e-mail or other direct contact within seven days of receipt. If a comprehensive response cannot be delivered within the time scale, an acknowledgement will be forwarded, followed by a detailed reply within 21 days of receipt of the original communication.

Staff Conduct

Mission Statement

The aim of Hereford FC is for all customers attending matches at Edgar Street Stadium to do so in the knowledge that they will be treated in a civil and courteous manner by a team of professional personnel on duty around the ground.

Anti-Discrimination Policy

The Club is committed to confronting and eliminating discrimination whether by reason of sex, sexual orientation, race, nationality, ethnic origin, religion or disability.

The Club is an equal opportunities employer. This means that in none of its activities will it discriminate against, or in any way treat less favourably, any person on grounds of sex, sexual orientation, race, nationality, ethnic origin, colour, religion or disability. This includes in:

- The advertisement of jobs
- The selection of candidates for employment or promotion
- Pay and employment terms and conditions
- Internal training and development activities
- External education activities and awards
- Football development activities.

The Club will not tolerate sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal, and will work to ensure that such behaviour is met with appropriate action in whatever context the behaviour takes place.

The Club supports The Football Association and The Football League in its commitment to develop a programme of ongoing training and awareness-raising events and activities in order to promote the eradication of discrimination.

Consultation and Information

The Club consults with and receives supporters views and opinions on a permanent basis through the presence of three Directors on the company board who are nominated by Hereford United Supporters Trust.

The Club publicises its position on major policy issues via social media, the Club programme and the Hereford FC website.

The Club has and continues to develop ways to consult with Shareholders, sponsors, the local authority, local residents associations, community groups and other interested parties.

Comments and suggestions from supporters are welcomed and can be delivered in person, by telephone, post, email or via Hereford United Supporters Trust.

The Club will where possible, consult supporters on kit design and number of new playing strips.

Ticketing

Where possible the Club will give advance notice of any changes to its ticketing policy and the reasons for the changes.

Pricing

The Club offers a broad range of ticket prices to encourage access for as many people as possible.

The Club offers the best possible pricing for its Season Ticket holders with considerable discounts for Season Tickets.

Ticket Prices

All tickets issued are subject to the rules and regulations of FIFA, UEFA, The Football Association, The FA Premier League, The Football League and any other relevant league in respect of the relevant competition and Hereford Football Club Ground regulations.

Any person wishing to obtain a refund on match tickets not subsequently required must ensure that the tickets are in possession of Hereford Football Club no later than 24 hours prior to the time of the advertised kick off.

Hereford Football Club accepts no responsibility to replace lost, stolen or damaged tickets.

Hereford Football Club exclude to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the ground.

If tickets are resold or transferred without prior written consent of Hereford Football Club the ticket will be void and the holder may be refused entry or ejected from the stadium.

The use of tickets to enter the ground constitutes acceptance of such rules and regulations and the ground regulations and Hereford Football Club reserves the right to eject from the stadium any person who fails to comply with such rules and regulations.

In line with the government legislation and football league policy, there will be NO SMOKING

allowed in any part of the stadium. Hereford Football Club also operate a NO RE-ADMISSION policy.

The Club provides:

Support for disabled spectators and their carers, including facilities for the blind

Away Matches

Where appropriate Hereford FC supporters will be allocated tickets for away matches as follows. When tickets are limited in number the allocation is as follows: Season Ticket Holders, any tickets remaining then go on general sale.

When tickets are not at a premium they will be available on a general sale basis.

The home club determines the cost of tickets.

Cup Competitions

Tickets for Cup Competitions are priced and allocated the same as for League matches

The Club reserves the right to reduce prices as appropriate for certain Cup matches, in consultation and agreement with the opposing Club and in accordance with the Rules of the Competition in question.

Returns/Refunds

The Club's policy on the return and distribution of unwanted tickets is as follows.

1. If a match is postponed prior to the day of the match the ticket will be valid for the re-arranged date.
2. If a match is postponed on the day but before kick-off, ticket holders are entitled to free admission to the re-arranged game on production of a ticket from the postponed match.
3. If a match is abandoned after kick-off spectators are entitled to half price admission to the re-arranged game on production of a ticket from the abandoned game.
4. If a match is postponed and the customer cannot attend the re-arranged date a full refund will only be considered if the ticket is received no later than 24 hours prior to kick-off of the new date. Refunds will not be available on the day of postponement.

If a supporter cannot make a game for any reason they will only receive a refund if the ticket has been returned 24 hours prior to kick off.

IN ALL CASES WHEN A MATCH HAS BEEN POSTPONED OR ABANDONED AND PART OF THE TICKET HAS BEEN TORN OFF AT THE TURNSTILES THE HOLDER OF THE TICKET MUST PRODUCE THE REMAINING PORTION AT THE BOX OFFICE AT LEAST 24 HOURS IN ADVANCE FOR A TICKET TO BE RE-ISSUED FOR THE RE-ARRANGED MATCH.

5. Away Supporters Accommodation

The Club abides by Football League Regulations governing the allocation of tickets to visiting clubs.

The Club does not charge admission prices to supporters of a visiting club, that are higher than those charged to its own supporters for comparable accommodation. In particular, the concession rates offered to Hereford Football Club senior citizens and junior supporters apply to supporters of a visiting club.

Merchandise

The Club will provide a published, well-communicated policy on routine changes to the home and away first team playing kit including the anticipated dates change.

Details of the next intended change of kit will be available from the Club Shop or on the Hereford FC website as soon as a determination has been made.

The Club carries out its obligation to prevent price fixing in relation to the sale of all Hereford FC replica strips.

The Club offers refunds on merchandise provided proof of purchase is available and is within its legal obligations.

Mission Statement

To use the influence of Hereford FC and football to form and grow links with the wider community. Hereford FC will focus on improving sports participation, education, health and social inclusion within the local community.

Our Aims

To establish and maintain a reputation for being a club for the community.

To offer a professional and safe environment for children and adults to enjoy being part of a football club.

Engage with thousands of young people each year through both the youth player pathway and a dedicated supporter association for junior fans.

To offer support to local schools in their education needs.

To use the power of football to tackle issues of both social inclusion and health.

To maintain our high standards and status of 'best practice model', and leader in community football across the region.

Issued on the authority of the Board of Directors of Hereford FC Ltd

K E W Kinnersley

CEO - Hereford FC
January 2016